



Stone's Office Equipment

Richmond, VA

www.stonesoffice.com

Year Founded: 1970

President/Owner: Sam Stone

Number of Employees: 25

Primary Vendors: Sharp, Xerox, Lexmark, HP

Primary Solutions Offerings: PaperCut, InfoDynamics, Lexmark Solution Composer

Primary Leasing Partners: Great America, US Bank

Approximate Yearly Revenue: \$5 to \$10 million

Fastest Growing Business Segments: MPS has seen double-digit growth year over year for the past five years

Biggest Accomplishment of the Past Year: Stone's Office Equipment worked with CEO Juice, BEI Services, and Compass to improve its internal processes and, in turn, the customer experience.



(from left) Frank Stone (Founder), Sally Stone, Sam Stone, Tina Berry, Mike Berry

Why We Consider Stone's Office Equipment Elite:

- A customer first approach. Stone's Office Equipment made a significant investment in improving its own operations so it could better serve its customers. It also surveys customers after every interaction to measure satisfaction.
- A methodical, efficient approach to MPS. Stone's Office Equipment uses a database of old and new printer models to evaluate a client's fleet during the walk-through process to determine which devices will need to be replaced and which devices should be moved around based on the volumes. This approach drives down costs for the customer.
- Success in a new vertical market. The company has secured a couple of large MPS accounts within the legal vertical market, building momentum and a strong reference base.
- Partner recognition. Stone's Office Equipment has earned the Lexmark Outstanding Sales award, the Xerox Platinum Award of Excellence, and Sharp's Hyakuman Kai Outstanding Sales and Platinum Service awards.
- Giving back to the community. Stone's is a sponsor of the Jillian Fund and the Trooper Dermeyer Fund. It also donates refurbished equipment to churches and other civic organizations.